

Tell Me More About That: Solving the Empathy Crisis One Conversation at a Time
Reading Group Discussion Guide

1. What 2-3 general themes did you take away from the book? Which specific theme resonates most for you and why? What themes do you see play out at work? How do they affect our culture?
2. Why is empathy so important? What difference does it make in our lives?
3. How did your understanding of cognitive empathy change after reading this book?
4. Which characters or stories resonated most with you? Why those?
5. Rob writes that empathy enables outcomes like collaboration, communication, ideation, decision making, better leadership, compassion, forgiveness and more. How do you utilize empathy at work? Where could you use it differently?
6. Rob discusses many current events and the all-time low of empathy skills in the twenty-first century. How does that translate to work culture? What effects have you witnessed?
7. We want to hear your story. Tell us about a time where you felt truly heard by a colleague or manager. How did that impact your relationship to the company? To the team? To yourself?
8. What is asking a good question? How do we ask good questions at work? What makes people curious?
9. In the past, empathy has been perceived as a weakness in the workplace, but that perception is changing. What do you think makes empathy a strength at work?
10. What does belonging feel like? How does empathy play hand-in-hand with belonging?
11. How have you used empathy differently since reading the book or what key takeaways do you plan to embrace moving ahead?

Email speaking@5stepstoempathy.com to see if the author, Rob Volpe is available to join your reading group discussion!